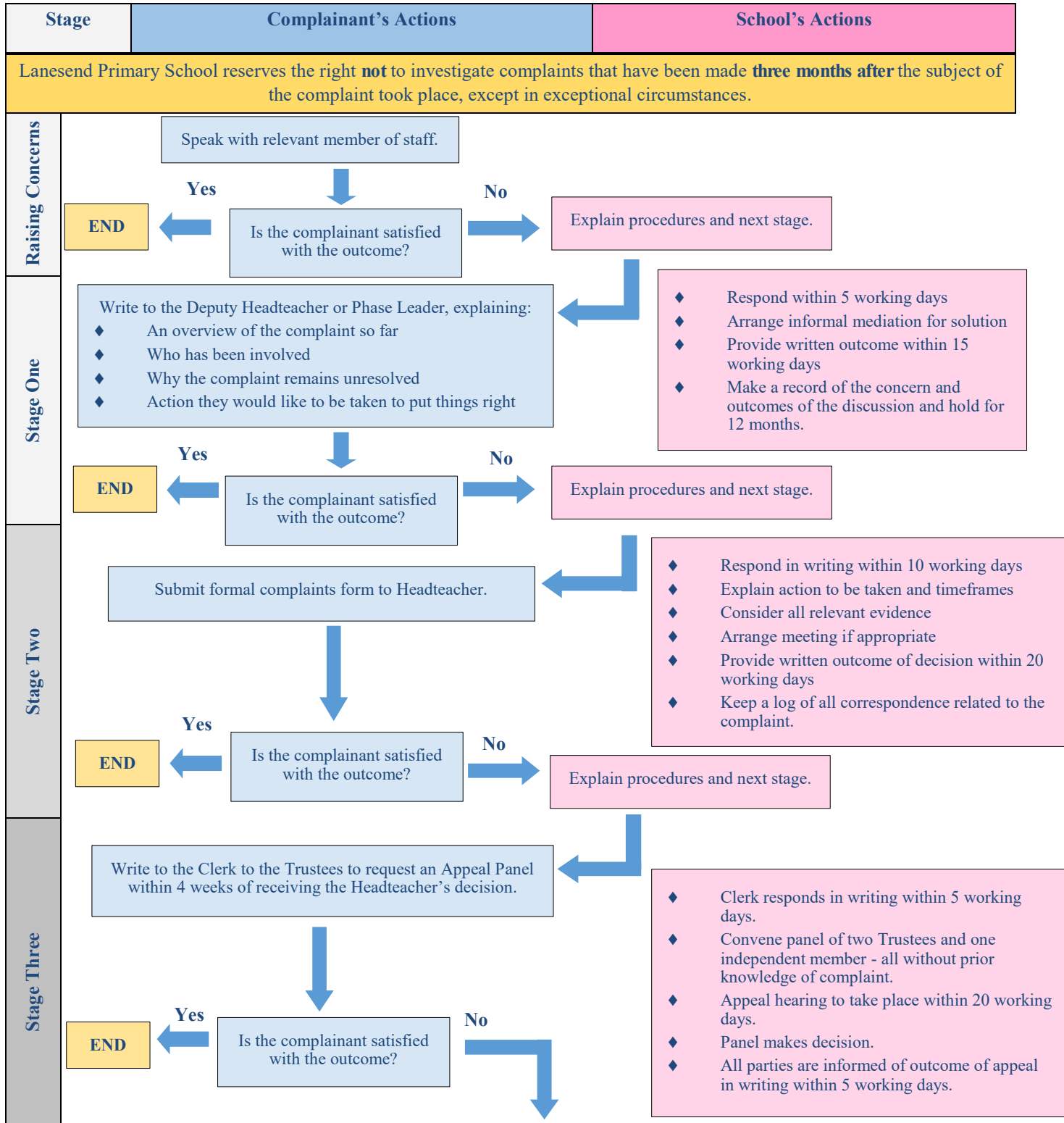


Summary of Procedure for General Complaints Parent Guide

This procedure gives a summary of the staged steps to be followed if there is a general issue for concern at school. For further information on the complaints procedure contact the Headteacher or the Clerk to the Trustees.



This is the final stage in the school's internal complaints procedure. If the complainant feels that the Trustees board acted 'unreasonably' in the handling of the complaint, they can complain to the Department for Education after the complaints procedure has been exhausted via <https://www.gov.uk/complain-about-school> The school will not consider the complaint beyond this.